

## **Troubleshooting Downloading Problems with the RDC-300/300Z**

Ensure that the camera is on the 'Play' position with an image up on the color monitor.

Ensure that you have the proper COM Port as well as well as speed chosen in the software. If you find that the COM port you have chosen does not work, be sure to try the others listed as well.

Ensure that you are plugged into a nine pin COM Port. We have found that using a 9 to 25 pin adapter can sometimes cause a problem. If you need to use one of these because of a mouse, try using the adapter with the mouse and the camera directly into the nine pin port.

Also, ensure that you have a working and active COM Port. Within Windows 95, you can check this in Device Manager (right click on "My Computer", then "Device Manager").

If you are running Pilot Software, you would need to end task on the programs (such as the Hot Sync Manager) that load on startup. We have found that this also conflicts with the camera.

On laptop computers with Infrared Ports, we have found that generally COM 1 is disabled when the Infrared Port is enabled. If this is the case, please enable COM 1.

For NT 4.0 users, also ensure that the COM Port has the flow control set to "X/ON X/OFF" and if possible, have service pack 3 running. We have also found with NT, it is sometimes helpful to have the camera plugged into the computer and turned on while booting up.